

Best Practices in Volunteer Administration



Building Quality
Volunteer Service,
Success and Longevity

Plan! Organize! First!

- I identify volunteer program's....
 - clear purpose
 - connection to agency mission
 - structural fit in agency
- I D roles of volunteers



Don't Start Until You Know The Answers To These

- What is the purpose?
- What will the future be like with volunteers?
- What needs will be addressed?
- What will outcomes be?
- What is the budget?
- How will employees be oriented?
- What work will they do?
- Mission
- Vision
- Needs
- Goals and Objectives
- Resource Support
- Employee Investment
- Position Descriptions

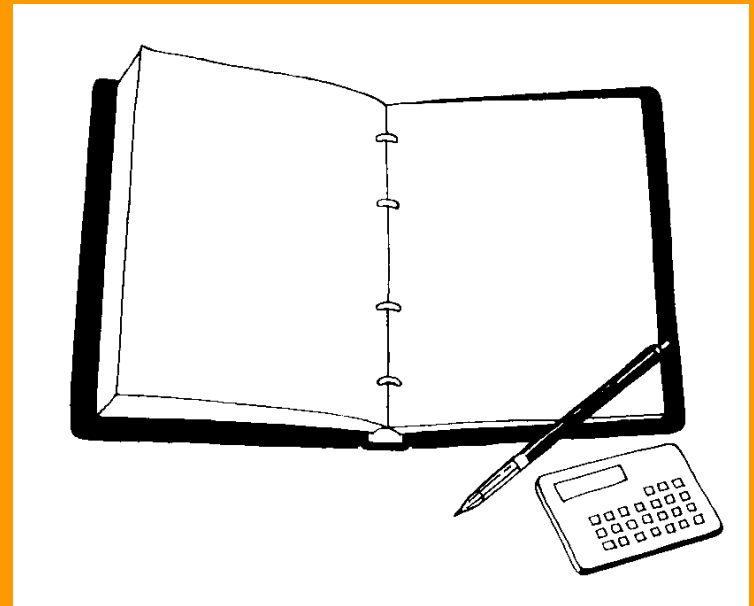
Nuts & Bolts for Volunteers: Policies & Procedures

- Why write it down?
 - Connect volunteers to organization
 - Describe management structure
 - Formalize decisions
 - Ensure continuity and equity
 - Articulate volunteer administration practices



Be Sure to Allow Time for...

- Assessing risk management issues
- Locating financial, in-kind, and human resources
- Developing training specific to agency *and* service
- Writing “personnel” policies for volunteers



The Linchpin Role Description

● Expression of policy

- Training vs Has Skills
- Qualifications beyond skills
- Scope of authority and responsibility
- Reflects risk management decisions
- Based on "who may serve" policy
- Outlines expectations

● Guide during service

- Within role? Basis for insurance decisions
- Meeting expectations? Basis for evaluation and any promotion or dismissal actions
- Demonstrating skills? Basis for in-service training or more supervision

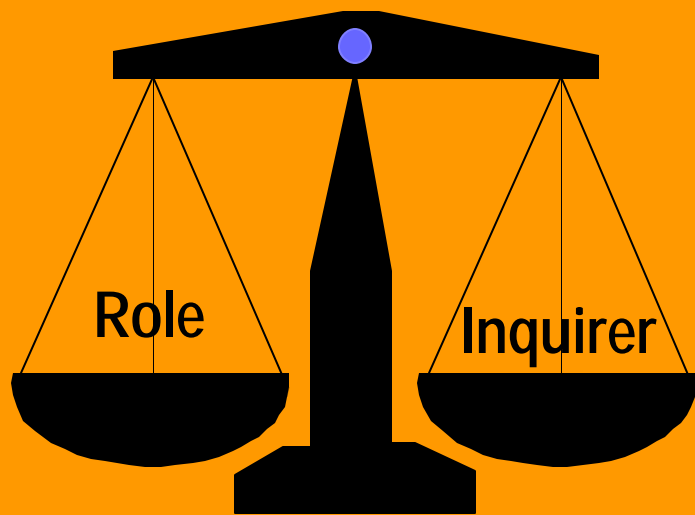
Recruitment Success Is NOT Luck

Plan It!

Plan It!

- Volunteer recruitment is marketing!
- To attract likely candidates:
 - Know community perception of your organization.
 - Know all opportunities in agency, not just yours
 - Know your “target market”.
 - Match the message to the target in content and delivery methods.
 - Remember, people say “yes” to volunteering when personally asked -- use your human resources!
 - Recruit for diversity -- reflect the community.

Select To Avoid Failure



- Screen Inquiries
 - Do they understand the agency? the work?
 - Do they appear qualified?
- Use written applications
- Check background (references, DMV, etc.)
- Interview those who appear qualified
- Decide then Place

Retention = Your Support

- Orient new volunteers
 - Agency
 - Culture and Language of Organization
 - Facilities and Staff
 - Program Policies and Procedures
 - Connection of volunteer role to services, staff, organization, customers, et al.
- Train volunteers - Beginning, In-service

Volunteers *Are* Staff

- Supervision is
 - recognition
 - quality control
 - risk management



- Documentation is not a BAD thing!
 - Time contribution
 - Evidence of in-kind value of their effort
 - Accomplishments

Evaluation ↑ Sustainability

- Individual Performance Evaluations

- Sustain volunteer's involvement
- Constitute recognition
- Give opportunity to assess for change



- Program Impact Evaluation

- Communicates accomplishments
- Demonstrates ability to leverage
- Quantifies impact for stakeholders
- Solidifies fund-raising case statement



Maintain that Motivation!



- On-going assessment of volunteer role
- Individual recognition
- “Benefits” of being your volunteer
- Awards, rewards

10 Keys to Quality & Success

- ① Plan and Organize
- ② Policies and Procedures
- ③ Recruitment based on marketing principles
- ④ Strong screening, interviewing, selection, placement
- ⑤ Orientation
- ⑥ Training - Pre-service & In-service
- ⑦ Supervise
- ⑧ Evaluate
- ⑨ Recognize & Reward
- ⑩ Measure Impact of Volunteers' Service



FMI Resources

- The “Program Resources” Section of



www.VolunteerMaine.org